

**Minutes of the Southern Utah Veterans Home-Ivins,
Advisory Board Meeting,
January 12, 2017**

In Attendance: Terry Dunne (Chairman), Lloyd Laycook (Vice Chairman), Chris Hart (Board Member), Ron Lee (Board Member), Jeff McKenna (Board Member), Mel Brewer (Resident Board Member), Rodger Tracy (Board Member), Tony Moore (State Officer), Jerry Olson (Nursing Home Administrator).

Excused: Board Member Dr. Scott Smith

Meeting called to order by Chairman Dunne at 4:00 pm and all present were welcomed.

1. Pledge of Allegiance led by Chairman Dunne, Prayer offered by Lloyd Laycook,
2. Minutes of September 8, 2016 Meeting referenced for individual read. It was noted that during the November board meeting, a motion was passed to meet quarterly moving forward with the next board meeting scheduled for 13 April, 2017 at 4:00 pm.
3. Administrator Olson provided the following:
 - a. Rocky Vista University (RVU) Update. The relationship is exceeding Administrator Olson's expectations. The two agreements with RVU are working very well. First, the Medical Director Agreement, Dr. Park is currently serving as our Medical Director, but the agreement is with RVU which will allow the Medical Director to change as the school deems necessary. This is a good thing since as the school begins academic classes, needs of certain individuals will change and evolve. The medical care has been excellent so far both by Dr. Park and Dr. Caldwell. The second agreement is that the RVU staff doctors can provide attending physician services to residents. Additionally, student doctors will provide physician services, under the direct supervision of staff doctors. The feedback from residents thus far is excellent.
 - b. Hiring and retention update. The labor market in the region is very tight with a very low unemployment rate, therefore, hiring and retaining new employees can be challenging. Administrator Olson stated that just yesterday he implemented a \$1/hr raise to all Certified Nursing Assistants (CNAs) to improve Avalon's ability to hire and retain the best employees. The hospital is expanding and they set the standard for the CNA and Nurse salaries in the area. Additionally, this raise will be accommodated without raising the daily rate to veterans and spouses of veterans.
 - c. Administrator Olson reported on his effort to memorialize the speakers that participate in the Annual Patriot Day Celebration (September 11th). We have now held three annual celebrations on Patriot Day (2014 – Dr. Warren, 2015 – The Candy Bomber, & 2016 – Nate Boyer), and he is having a large display box created to mount in a visible location. These display boxes will commemorate

each of the speakers and the annual event. The displays will be hung, and each year we will add another display.

- d. Administrator Olson responded to a previously received written question from Board Member Laycook about staffing levels for visitors. He explained that the receptionists are scheduled to overlap during the busiest times of the day (~10:00 – 4:00). One receptionist comes in early, and one receptionist stays late. Additionally, we now have an auto-attendant feature for our phone system so that the receptionist can turn that on if she is busy and cannot answer incoming phone calls. This can be turned on and off with a 2-button sequence for ease. We also have back-up receptionists from other departments that can be called upon if needed.
 - e. Board Chairman Dunne asked Administrator Olson to explain the Pinnacle Report. Administrator Olson explained that Avalon employs an outside survey company that specializes in customer service surveys. This report, The Pinnacle Report, is conducted on about 10-12 residents (or family members of residents) per month to provide feedback from our customers. These reports are shared with the staff and corrective action is taken when necessary. Pinnacle is a large survey company and is able to compare data from respondents to a national data base.
 - f. Chairman Dunne asked if the partnership with RVU could yield some additional storage. Chairman Dunne expressed a concern for Inauguration Day security.
4. State Officer Report (Tony Moore):
- a. Memorial Park Update. The State Officer reported that the first round of contracting did not produce any bids. The DFCM process requires another announcement and bid deadline. There were 3 contractors at the second pre-bid meeting earlier this week. Additionally, the department is also looking at other alternatives to get a contract awarded or adjust to a minimal design and solicit volunteer work to complete some landscaping. Chairman Dunne asked: Could the partnership with RVU produce an opportunity for them to do some landscaping when the school's landscaping is done? The monuments for the memorial park are currently unfunded (estimated cost per design is about \$7,000.00 each) and we will be looking to veterans groups or individuals to sponsor monuments to be placed in the park at a later time.
 - b. The State Officer reported on the status of donations and the Resident Council Fund. A ledger was included in the meeting package and shows an annual history of donations received and expenditures. The fund is currently healthy and annual donations are continuing to slightly exceed expenditures. The annual target for expenditures is about \$10,000 - \$12,000 per year.
 - c. The Veterans Honor Wall. The State Officer reported that we honored 4 new veterans just prior to the board meeting. Each of the honorees' plaques were presented and displayed in the Honor Wall case located in the multipurpose room (MPR) on the west wall. A discussion about pros and cons of moving the wall to the lobby was had but no decision or motion was made so the display will remain

in its current location for now. Board Member Brewer recommended a sign in the lobby to direct attention to the Honor Wall display. Chairman Dunne suggested that partnering with RVU on storage might net some relief to the items that are stored in the MPR. Administrator Olson suggested adding some spot lighting to the display to enhance visibility.

- d. National Association of State Veterans Homes (NASVH). The State Officer reported that the NASVH Winter Conference will be held 13-17 February, 2017 in Alexandria, VA and he will be attending.
 - e. Chairman Dunne asked if Advisory Board Members should have nametags and noted that new Board Member Tracy did not have one. The State Officer said that Board Member Tracy should have one and that he will get that ordered.
5. Resident Report (Board Member Brewer): The different events since the last board meeting were provided on an events page in the meeting packet.
- a. Past Events: November 10th – Marine Corps Birthday Party; November 11th – Veterans Day Program; November 12th – Veterans Day Walk/Run; November 16th – Thanksgiving Dinner for Pods 100 thru 400; November 17th – Thanksgiving Dinner for Pods 500 thru 900; December 7th – Pearl Harbor Day; December 8th – Christmas Dinner for all residents, sponsored by the Ivins Branch of The Church of Jesus Christ of Latter Day Saints; December 13th – The Festival of Santa Lucia presented by the Bloomington Hills Sixth Ward of The Church of Jesus Christ of Latter Day Saints; December 16th – The Annual Sub-For-Santa Program; December 31st – Ring in the New Year Party.
6. Board Business Items:
- a. Chairman Dunne stated that the board is still in need of additional members and a discussion of board composition was had. Recommendations for new board members are always welcome. Board Member McKenna asked what the ideal board member would be to which Chairman Dunne responded that a female veteran who is/or was a medical professional would be a homerun.
 - b. No new business items.
7. The Meeting was adjourned by motion from Board Member Brewer, seconded by Board Member Laycook and Chairman Dunne adjourned the meeting at 5:12 pm. Next Meetings tentatively to be held at 4:00 pm on:
- a. 13 April, 2017
 - b. 13 July, 2017